

Optum is hosting Technical Support Hours for SmartCare users who need help in completing a function in SmartCare. The types and schedules of the Technical Support Hours are as follows:

Date	Day and Time	Technical Support Hours
2-Oct	Wednesday (3pm-4pm)	Residential & Crisis Residential Clinical/Nurses/Prescribers
3-Oct	Thursday (3pm-4pm)	Outpatient Clinical Direct Service
7-Oct	Monday (3pm-4pm)	Outpatient Prescribers
8-Oct	Tuesday (9am-10am)	CSU Clinical/Nurses/Prescribers
8-Oct	Tuesday (3pm-4pm)	Program Managers, CORs, & QA
9-Oct	Wednesday (3pm-4pm)	CSU Admin/Clerical
10-Oct	Thursday (3pm-4pm)	Residential & Crisis Residential Admin/Clerical
16-Oct	Wednesday (3pm-4pm)	Outpatient Nurses
17-Oct	Thursday (3pm-4pm)	Admin Billing Only
21-Oct	Monday (3pm-4pm)	Outpatient Admin Clerical Front Desk
22-Oct	Tuesday (3pm-4pm)	CSU Admin/Clerical
23-Oct	Wednesday (3pm-4pm)	Outpatient Prescribers
24-Oct	Thursday (3pm-4pm)	Residential & Crisis Residential Clinical/Nurses/Prescribers
28-Oct	Monday (10am-11am)	Outpatient Clinical Direct Service
28-Oct	Monday (3pm-4pm)	Outpatient Nurses
29-Oct	Tuesday (10am-11am)	Admin Billing Only
29-Oct	Tuesday (3pm-4pm)	Residential & Crisis Residential Admin/Clerical
30-Oct	Wednesday (3pm-4pm)	Program Managers, CORs, & QA
31-Oct	Thursday (3pm-4pm)	Residential & Crisis Residential Clinical/Nurses/Prescribers

To join the Technical Support Hours: [Click Here](#)